

[illegible]

- a computer readable memory on which is stored a computer program, the computer program comprising instructions, when executed by a computer, perform the steps of:

receiving manufacturer data;

searching for an answer to a user problem stated by the user input; and

2. The virtual technician of claim 1, wherein the computer program is executed in a client environment.

4. The virtual technician of claim 1 further comprising

5. The virtual technician of claim 4, wherein the video file is a MPEG (moving pictures experts group) file.

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7. The virtual technician of claim 1 further comprising a database residing in the computer readable memory, wherein the database stores the answer to the user problem.
8. The virtual technician of claim 1, wherein the computer program further performs the step of changing features of the radiotelephone.
9. The virtual technician of claim 1, wherein the computer program further performs the step of displaying a list of symptoms.
10. A method for providing operational instructions of a radiotelephone to a user, the method comprising:
- displaying a first menu in an instruction window, wherein the first menu lists a plurality of radiotelephone manufacturers;
 - accepting a selection of a manufacturer;
 - displaying a second menu in the instruction window, wherein the content of the second menu of options depends on the selection of the first option;
 - accepting a selection of a second option;
 - searching a database for a response, wherein the search uses the manufacturer's information; and
 - displaying the response in a response window.
11. The method of claim 10 further comprising displaying a video in a video window.
12. The method of claim 10, wherein the second menu is a list of subject topics.
13. The method of claim 10 further comprising displaying a third menu, wherein the third menu is a list of models of radiotelephones.
14. A method for assisting a user to program a radiotelephone, the method comprising:

receiving first menu data from a server;
displaying the first menu on a display device;
accepting a first menu selection from the user; and
changing internal settings of the radiotelephone based on the user's first menu selection.

15. The method of claim 14 further comprising
retrieving manufacturer information from a first register in the radiotelephone;
and
retrieving model information from a second register in the radiotelephone .

16. The method of claim 14 further comprising
displaying a second menu, wherein the second menu is a list of radiotelephone models.

17. The method of claim 14 further comprising
displaying a second menu, wherein the second menu is a list of symptoms of radiotelephone malfunctions.